



Department of Child Support Services

Information Technology Governance Management Plan

Prepared by: DCSS Enterprise Project Management Office

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REVISION HISTORY

REVISION	DATE OF RELEASE	PURPOSE
1.0	August 2012	Baseline—This document replaces the CCSAS Change Request Management Plan V5 dated January 31, 2010, and documents the revised IT Governance Process
1.1	August 2013	Updated definitions, minor revisions to graphics.
2.0	July 2014	Removed References to Open Window submissions. RFCs now taken in on a continuous basis. Updated descriptions of Mandatory Changes and Issue Analysis.
2.1	January 2016	Revised based on process improvements driven by Directorate approval
2.2	October 2016	Revised based on process improvements driven by Executive Staff

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1. INTRODUCTION

The IT Governance Process provides a structured approach to planning, managing, implementing and tracking all changes required to DCSS IT systems and applications.

1.1 Scope

This plan supersedes the IT Governance Management Plan dated July 2014 and provides comprehensive, detailed processes and procedures required to manage the IT Governance Process.

1.1.1 Changes Outside the Scope of the IT Governance Process

The following routine work is currently outside the scope of the IT Governance Process. It is initiated via a ticketing process and implemented as a Production Operation Change (POC). The process for these ticketed incidents is documented in the CSE Wiki:

- Batch Schedule Changes
- Configuration Changes
- Manual File Movements
- Performance Monitoring Changes
- Data Fixes
- Signature or Image Updates

There is also a ticketing process for handling defects:

- Defects (ClearQuest Defect Activities – Problem Resolution Management Plan)

However, Defects are reported at the bi-weekly Governance Board meeting as an attachment to the IT Governance Dashboard to provide visibility.

1.2 Objectives

The objectives of IT Governance Process are to:

- Ensure all changes align with department and statewide business strategies and federal, state and program regulations and policies.
- Ensure that changes comply with DCSS, Agency and State security policies.
- Ensure that changes comply with State and Federal laws governing the use of technology and data security.
- Confirm that the required level(s) of business, technical, and management accountability are assessed for every change.
- Ensure that a consistent approach is used.
- Support the efficient and timely review and decisions for all changes.
- Deliver accurate and timely information regarding all changes.

- Ensure that changes are recorded and risks measured, documented and reviewed and implemented using a structured approach.
- Ensure visibility of all Governance decision making.

2. IT GOVERNANCE PROCESS OVERVIEW

The IT Governance Process is depicted in Figure 1 below:

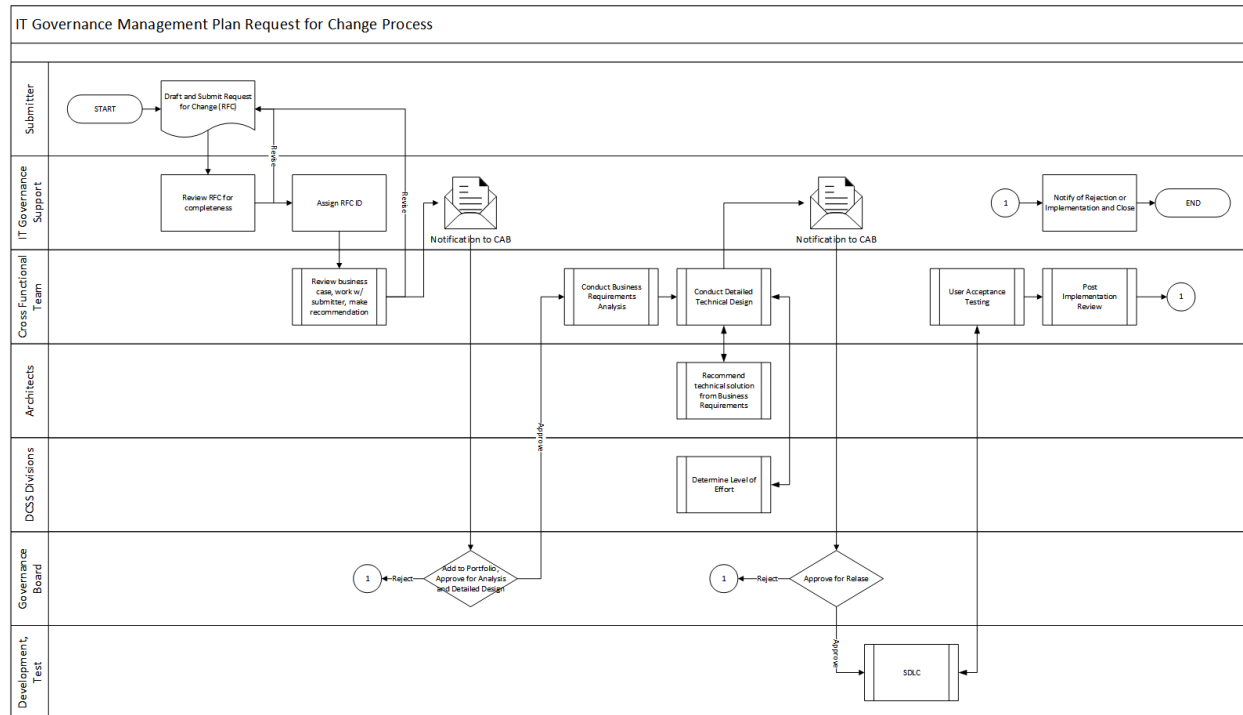


Figure 1 IT Governance Process Overview

(A full size version of Figure 1 is available in Appendix A)

The IT Governance Process begins with the submission of a Request for Change (RFC) by a DCSS Deputy, Assistant Director or LCSA Director. The RFC is the vehicle used to document business needs and formally submit a request for a potential change for the following DCSS systems:

- CSE
- Business Applications
- Infrastructure
- ECSS (Enterprise Customer Service Solution)
- SDU (State Disbursement Unit)

In general, RFCs proceeds through the following steps or States as defined in Table 9:

- Submission – Submitters collaborate with a Primary Contact to document and submit an RFC on the RFC Template (available on CA CS Central) which presents a clear and compelling business case and justification for the requested change.

- **Intake** – Submitted RFCs are initially reviewed by IT Governance Support (ITGS) for completeness and then sent to the Cross Functional Team (CF Team) for further analysis.
- **Evaluation** – The CF Team provides an evaluation of each RFC for completeness and accuracy and validates that the business need and justification are sufficiently documented and compelling. The CF Team then recommends to the Governance Board (the Board) to either approve or reject the RFC, or if appropriate to redirect the RFC to a new or existing Project; they also recommend a priority. RFC Priorities are defined in Table 10.
- **Ready for Decision** – The Board, which is the primary Governing Body for the IT Governance process, reviews the CF Team's recommendation and if approved assigns the RFC priority and the RFC is added to the IT Portfolio.
- **Analysis and Design** – RFCs are approved and prioritized by the Board to move to the Requirements Analysis and Detailed Design phase based on priority and available resources. Requirements Analysis and Detailed Design is led by the CF Team, where a full solution, including the level of effort to implement the solution is developed and documented in the Requirements Analysis and Detailed Design document (available on CA CS Central).
- **Authorize Change** – Upon completion of Requirements Analysis and Detailed Design, the CF Team may provide a walkthrough of the completed Requirements Analysis and Detailed Design document if requested by the Board. If the Requirements Analysis and Detailed Design document is approved, the change will be added to the queue for a future release based on priority and available resources.
- **Development/Test/UAT** - RFCs approved for a specific release will move through the various States of the Software Development Life Cycle (SDLC) to implementation. UAT is conducted by the CF Team.
- **Implemented** - Once an RFC is implemented, a Post Implementation Review will ensure all post implementation activities were completed and the intended change was successful.

3. ROLES AND RESPONSIBILITIES

3.1 Submitter

Submitters may be the DCSS Director, Deputy or Assistant Directors or an LCSA Director who work with their Primary Contact to document and submit an RFC on the RFC Template which presents a clear and compelling business case and justification for the requested change. The Submitter supports the RFC through the IT Governance Process and empowers the assigned Primary Contact to act as a Subject Matter Expert (SME) to respond to questions or concerns regarding the RFC as well as requests for additional information.

The table below further defines the responsibilities of the Submitter:

Table 1 Submitter Responsibilities

ROLE	RESPONSIBILITIES
Submitter	<ul style="list-style-type: none"> Identifies and supports strategic changes and initiatives that align with the Department's Strategic Plan, IT Strategic Plan and Performance Management Plan Coordinates with their Primary Contact to document and submit an RFC which provides a clear and compelling business case for the requested change. Tracks and champion all submitted changes in the IT Governance Portfolio. Approves the final Requirements Analysis and Detailed Design document prior to submission for Board approval.

3.2 IT Governance Support

IT Governance Support is provided by the Enterprise Project Management Office. IT Governance Support administers the IT Governance Process from initial submission of an RFC through closure. It provides direct support to DCSS/LCSA staff submitting RFCs and provides overall process assistance to key participants and other support teams.

The table below further defines the responsibilities of IT Governance Support:

Table 2 IT Governance Support Responsibilities

ROLE	RESPONSIBILITIES
IT Governance Support (ITGS)	<ul style="list-style-type: none"> Owns the IT Governance Process and coordinates, monitors, and reports status on all submitted RFCs from Intake through Closure Processes incoming RFCs and assigns unique RFC IDs Conducts an intake evaluation of all submitted RFCs to ensure procedural compliance and completeness to determine whether the RFC can be moved forward Acts as primary point of contact for RFC Submitters Ensures that all RFCs are appropriately tracked, maintained and status communicated to stakeholders Functions as the primary point of contact, coordinates with the CF Team and provides status updates to the Board Acts as liaison between the CF Team and the Board Provide support to the Board by scheduling meetings, providing agendas and meeting materials; facilitating and documenting decisions and action items Tracks status, action items, risks, and issues through to completion and ensures needed follow-up is scheduled and outcomes are communicated Prepares and maintains documentation, templates, reports and communications regarding the IT Governance Process

ROLE	RESPONSIBILITIES
	<p>including the IT Governance Dashboard, IT Portfolio, the IT Governance Management Plan, and general notifications and status reports</p> <ul style="list-style-type: none"> • Coordinates with the leads of other processes such as SDLC, Release Management and the Production Control Board • Escalates concerns/exceptions to the Board as appropriate • Ensures all RFC post implementation activities have been completed and RFC close out actions are performed • Reviews the effectiveness of the IT Governance Process, report on trends, and takes corrective action when needed • Champions IT Governance Process Improvement concepts • Communicates and provides training for changes to IT Governance processes, procedures and practices to all impacted parties

3.3 Cross Functional Team, Technical Leads and Subject Matter Experts

The CF Team consists of dedicated Business and Systems Analysts who are responsible for the initial review of all submitted RFCs. They may work with the Submitter or Primary Contact to further develop their request and will provide recommendations for the disposition and priority of each RFC to the Board.

The CF Team also acts as the Business and Systems Leads to monitor and track all approved RFCs moving through the analysis and design and post implementation phases. They are responsible for completing the Requirements Analysis and Detailed Design document for RFCs proceeding through the IT Governance Process and for post implementation activities oversight.

The CF Team may enlist the support of technical staff during the initial analysis phase and during the analysis and design phase. The CF Team may also enlist the support of additional SMEs who represent the interests of all potentially impacted DCSS divisions and LCSAs.

The table below further defines the roles and responsibilities of the CF Team Members and their supporting Technical Leads and SMEs:

Table 3 Cross Functional Team Responsibilities

ROLE	RESPONSIBILITIES
Cross Functional (CF) Team	<ul style="list-style-type: none"> • Participates in the analysis to identify and develop changes in collaboration with statewide and local representation that support a strategic business or technical problem or initiative prior to submission of an RFC • Provides an initial review of all submitted RFCs for completeness and accuracy. Validates that the business need and justification are sufficiently documented and include the following considerations:

	<ul style="list-style-type: none"> ○ All impacts have been identified ○ All federal, state and program regulations and policies, including security have been identified and considered ○ All costs, benefits, and risks have been clearly documented • If necessary, works with RFC Submitters to obtain additional detail in order to make a fully informed recommendation to the Board • Provides an initial walkthrough of each RFC to the Board with a recommendation to approve or reject, or if appropriate to redirect the RFC to a new or existing Project within the Project Portfolio, and a recommended priority • Acts as the Business and/or Systems Analyst Lead in collaboration with other identified business and technical departmental SMEs to oversee the development and implementation of all assigned RFCs throughout the IT Governance Process • Validates SDLC activities and provides post implementation reviews • Escalates any unresolved concerns/issues when needed • Provides on-going communication to all CF Team members and stakeholders, as necessary • Provides the support required to identify, document, coordinate and execute the required user acceptance testing for all change requests
Technical Leads	<ul style="list-style-type: none"> • Participates in the CF Team initial review of submitted RFCs • Participates as SMEs during the completion of Analysis and Design • May have approval responsibility for the final Requirements Analysis and Detailed Design document.
Subject Matter Experts (DCSS or LCSAs)	<ul style="list-style-type: none"> • Participates in requirements and analysis design sessions to provide business or technical input based on their level of expertise. • May have approval responsibility for the final Requirements Analysis and Detailed Design documentation.

3.4 Governance Board

The Governance Board is the governing body for the IT Governance Process and is responsible for developing and maintaining a long term “big picture” of DCSS systems development. Its scope includes providing oversight and guidance of all system changes, and determining the need for any specific statewide or departmental focus areas for RFC submission. They have responsibility for reviewing, approving, prioritizing and managing all RFCs in the IT Portfolio, and have final decision-making

authority for the Escalation Process (See Section 8). The approach for decision making is based on consensus of the voting members with the Directorate having overriding authority.

The table below defines the membership and decision-making approach used by the Board:

Table 4 Governance Board Membership

GROUP NAME	GOVERNANCE BOARD
Members	<p>Voting Members:</p> <ul style="list-style-type: none"> • DCSS Director • DCSS Chief Deputy Director • DCSS Deputy Director – Child Support Services Division (CSSD) • DCSS Deputy Director – Operations Division (OPS) • DCSS Deputy Director – Administrative Services Division (ASD) • DCSS Assistant Director – Office of Executive Programs • DCSS Assistant Director - Office of Payment Management and Intergovernmental Services (OPMIS) • DCSS Assistant Director – Office of Legislative Affairs\ • DCSS Assistant Director – Office of Communication and Public Affairs • DCSS Chief Counsel – Office of Legal Services • DCSS Regional Administrators (RAs) • DCSS Chief Information Officer • DCSS Assistant Chief Information Officer • LCSA Directors or Designee <p>Advisory (Non-Voting) Members:</p> <ul style="list-style-type: none"> • Information Security Officer (ISO) • Enterprise Architect (EA) • Office of Enterprise Project Management (OEPM)

The table below further defines the responsibilities of the Board:

Table 5 Governance Board Responsibilities

ROLE	RESPONSIBILITIES
Governance Board (the Board)	<ul style="list-style-type: none"> • Provides a statewide view for IT system enhancement decisions • Participates actively in scheduled Governance Board meetings • Reviews and approves or rejects all items in the IT Governance Portfolio • Assesses and assigns priority to all items in the IT Governance Portfolio • Provides final decision in conflicts regarding the rejection or prioritization of requested changes • Resolves any unresolved concerns/issues initiated through the Escalation process • Provides overall direction to the CF Team • Reviews and approves or rejects the finalized Requirements Analysis and Detailed Design for all requested changes and re-prioritizes if necessary • Assesses the implementation schedule recommendations to ensure highest priority changes are implemented timely • Approves or rejects any necessary funding for requested changes • Is accountable for and actively monitors and assesses the items in the IT Governance Portfolio

3.5 SDLC (DESIGN, DEVELOPMENT, TEST, RELEASE)

When the Analysis and Detailed Design phase has been completed and approved by the Board and the RFC has been assigned to a specific release, the SDLC begins. Depending on the specific RFC this will be accomplished by the various resources within TSD identified during the Analysis and Detailed Design.

The more detailed roles, responsibilities, processes and procedures of specific teams throughout the SDLC is currently under review and will be incorporated at a later date.

3.6 RACI Matrix

The RACI (Responsible, Accountable, Consulted and Informed) matrix below summarizes the level of participation in each step of the IT Governance Process.

Table 6 IT Governance Process RACI Matrix

ACTIVITY		ROLE OR PERSON						
		Submitter	IT Governance Support	Cross Functional Team	Governance Board	Subject Matter Experts	Technical Leads	SDCL
1	Identify need for change and submit RFC	R,A	I					
2	Intake RFC and send Notifications	I	R,A	I				
3	Review RFC – Validate Business Need / Justification	C		R,A		C		
4	Make RFC Approvals / Rejections and Priority Recommendations to the Board		I	R,A	I			
5	Review and Approve / Reject RFC and Prioritize	I	I	I	R,A			
6	Lead Analysis and Design Phase			R,A		C	C	C
7	Participate in Analysis and Design Phase		I	R,A		R	R	C
8	Approve final REQUIREMENTS ANALYSIS AND DETAILED DESIGN, Review Priority and Release Plan	I	I	I	R,A	C	C	C
9	Complete SDLC Activities and Assign to Release		I	C		C	C	R,A
10	Validate SDLC Activities and Conduct Post Implementation Review		I	R,A		C	C	C
11	Report on Portfolio	I	R,A	R	I			
12	Monitor Effectiveness of Implemented Solution	I	I	R,A	I	C	C	C
13	Close RFC	I	R,A	C	I			C
R = Responsible; A = Accountable; C = Consulted; I = Informed								

4. KEY TERMINOLOGY

4.1 Category

RFCs are categorized based on the characterization of the change. The table below defines the three RFC Categories:

Table 7 RFC Categories

CATEGORY	CHANGE DESCRIPTION
Business	<ul style="list-style-type: none"> Aligns to the business changes or enhancements to all applications required to maintain the Child Support Program; includes low risk changes implemented on a routine, recurring basis Aligns to DCSS Policy, Federal or State Law Mandates or Regulations
Strategic	<ul style="list-style-type: none"> Aligns with the DCSS Strategic Plan Performance Management Plan Tactics Aligns with the DCSS IT Strategic Plan Strategies Aligns with a DCSS Approved Project
System	<ul style="list-style-type: none"> Aligns to the infrastructure and security initiatives to maintain reliable, efficient, and secure IT services and systems in support of the Child Support Program

4.2 Types

All RFCs are subject to the IT Governance Process, with certain types being either pre-approved or of an urgent nature and therefore will move through the process in a more expedited fashion.

The table below describes the three Types of RFCs:

Table 8 RFC Types

TYPE	DESCRIPTION
Standard	Standard Changes are pre-approved changes that are considered relatively low risk, are performed frequently, and follow a documented, Board pre-approved process. Examples of pre-approved changes include: E-Process (E-Filing, E-Recording, E-Process Server) and Cashier/Payment Manager Application Access. Detailed process documentation and templates are available in the IT Governance Repository.
Normal	A Normal change is a non-emergency proposed change that requires review and approval by the Board and follows all the defined steps of the IT Governance process.
Emergency	The Emergency change process is invoked if normal IT Governance procedures cannot be applied or need to be expedited because circumstances require immediate action. Examples can include the resolution of a major incident, upgrade of out of support software, or implementation of new legislation.

4.3 States

RFCs are tracked by a given State throughout the IT Governance process.

The table below describes each State and the assigned owner during each State:

Table 9 RFC States

STATE	RESPONSIBLE OWNER	ACTION
Intake	ITGS	RFC sent to IT Governance Support; administrative review complete
Evaluation	CF Team	RFC being initially reviewed by CF Team
Ready for Decision	Governance Board	RFC Approved by the Board to be included in IT Governance Portfolio, but waiting for decision to move to Analysis and Design
Analysis and Design	CF Team	The Board approved RFC to move to Analysis and Design; added to IT Governance Dashboard
Authorize Change	Governance Board	The Board approved Requirements Analysis and Detailed Design and authorized assignment to a Release
Development	Application Development or	RFC being coded
Test	Test	Integration, System Testing, Performance Testing
UAT	CF Team / UAT Testers	User Acceptance Testing

STATE	RESPONSIBLE OWNER	ACTION
Implemented	CF Team / Business	Code implemented. Pending closure confirmation.
Post Implementation	CF Team / Business	Either closeout activities or business requirements occurring after system implementation. This state may also include Warranty Period implementations.
Hold	CF Team	Pending resolution of concerns/issues prior to determining next step
Escalation	Governance Board	Decision or action escalated to Governance Board
Redirect	Submitter	RFC Redirected into PMP Project or Tactic
Withdrawn	Submitter	RFC withdrawn by Submitter - change no longer needed or overcome by events
Reject	Submitter	RFC rejected by the Board
Closed	ITGS	RFC implemented and closed out

4.4 Priority

It is implied that every RFC must provide statewide benefit to the Child Support Program in order to be considered for prioritization. If applicable, more than one criterion may be applied to an RFC to justify a higher priority based on the criteria in the following table:

Table 10 RFC Priorities

LEVEL	CRITERIA
Critical	<ul style="list-style-type: none"> Provides enhancement imperative to the accomplishment of an essential business or technical function Provides major positive benefit or removes negative impact to customers, the program, financial performance or productivity No acceptable alternative is available to solve a business or technical problem Provides major benefit to critical interfaces (external systems) Required for data reliability in support of audit findings where variance is in an unacceptable range Avoids a major public relations or a high level¹ security risk IT support ends within six months Requires a non-negotiable, immediate (six months or less) implementation as a result of Federal, State or Director mandate

¹ Based on definitions from the Information Technology Risk Management Plan

LEVEL	CRITERIA
1	<ul style="list-style-type: none"> Provides enhancement important to the accomplishment of an essential business or technical function Provides significant positive benefit or removes negative impact to customers, the program, financial performance or productivity Alternative process available to solve a business or technical problem but requires significant manual effort Provides significant benefit to interfaces (external systems) Improves data reliability in support of audit findings where there is a strong possibility the variance is likely to reach an unacceptable range Avoids a significant public relations or a medium or low level¹ security risk IT support ends within six to twelve months Requires implementation (greater than six months) as a result of Federal, State or Director mandate
2	<ul style="list-style-type: none"> Provides enhancement valuable to the accomplishment of an essential business or technical function Provides positive benefit to customers or minimizes negative impact to program performance and productivity Improves data reliability where there is no audit finding Has an acceptable interim process IT support ends in greater than twelve months
3	<ul style="list-style-type: none"> Provides minimal performance or financial benefit, and embodies a desirable, but not necessary, change A low cost permanent alternative process is available
Under Review	<ul style="list-style-type: none"> The RFC is been accepted into the IT Portfolio Determination of whether the change stands alone or is part of a project or tactic has not been made
TBD	<ul style="list-style-type: none"> The RFC has been submitted to IT Governance but has not been reviewed by the Cross Functional Team and no recommendation of Priority Level has been made to the Governance Board to set a priority level

5. RFC STATE AND TRANSITION DETAIL

RFCs submitted into the IT Governance Process are subject to review and approval as they move through the Process.

5.1 Intake

The initial review step is at Intake where ITGS conducts an intake evaluation of all submitted RFCs to ensure procedural compliance and completeness of the RFC to determine if it can be moved forward.

5.1.1 Review

When ITGS receives an RFC from a Submitter they will take the following steps:

- Step 1 – Review RFC
 - Has contact information been provided?
 - Has a response been provided for each question?
 - Did the submission email include the Submitter's approval or include them as a Cc?
 - Was the Declaration completed?
 - Refrain from judging the sufficiency of the RFC submission.
- Step 2 – Process RFC
 - If the document is not filled out completely, notify the Primary Contact and Submitter and request additional work be completed.
 - If the document is complete, go to the next section below, Section 5.1.2 Assign RFC ID.

5.1.2 Assign RFC ID

- Step 1 - ITGS will process the RFC through the IT Governance tool and assign the RFC the next available numerical ID.
 - An RFC ID consists of the following:
 - RFC – acronym for Request for Change
 - yy – two digit year indicator, e.g., 2016 would be 16
 - nnnnn – numerical identifier, next consecutive number in sequence, e.g., 03599
- Step 2 – ITGS will send a notification of the receipt of the RFC to the Submitter:
- Step 3 0 ITGS will send a notification to the CF Team to begin the Evaluation steps with completion with 10 days.

5.2 Evaluation

Once approved by ITGS the RFC transitions to the Evaluation state and is turned over to the CF Team which provides an evaluation of completeness and accuracy and validation that the business need and justification are sufficiently documented.

The CF Team may determine that the RFC needs further analysis and may work with the Primary Contact or additional SMEs in order to enhance the RFC to provide a complete, clear and fully justified request. The Enterprise Architect may review the RFC at this point to determine if it fits within DCSS' Enterprise Architecture.

The CF Team will make a recommendation to the Board to either approve or reject the RFC, with a recommended Priority. or if appropriate to redirect the RFC to a new or existing Project; they also recommend a priority.

The process flow for the CF Team is in Appendix B

5.2.1 Procedures

The CF Team will review the RFC to determine if there is sufficient information presented in the RFC to justify a recommendation.

- Step 1 – Does the RFC contain sufficient information to make a recommendation?
 - The CF Team will consider the sufficiency of the information in the RFC. They may consult any personnel, section, branch or division to perform their evaluation, however, the primary business Subject Matter Expert (SME) is the Submitter's Primary Contact.
 - If the information in the RFC is not sufficient the CF Team will work with the Primary Contact to revise the RFC.
- Step 2 – If the information in the RFC is sufficient or is made sufficient, the CF Team will make a recommendation to Approve or Reject the RFC.
- Step 3 – Make a recommendation for next steps.
 - If the recommendation is to Accept the RFC:
 - Recommend a Priority Level, Critical, 1, 2, 3, Under Review, or TBD based on the Priority Level Definitions in Table 10
 - Recommend what to do with Accepted RFCs:
 - Add to the IT Portfolio to be considered with other TBD RFCs
 - Begin Analysis and Design immediately
 - Redirect to Project/PMP Tactic
 - Hold for an external event or until ready to move forward
 - If the recommendation is to Reject the RFC provide the reason(s) for the rejection
- Step 4 – Send recommendation to ITGS
- Step 5 – ITGS will add the RFC and CF Team Recommendation to the next scheduled Board Meeting.

5.3 Ready for Decision

5.3.1 Review

The Board reviews the RFC and the CF Team's recommendations and decides whether the RFC will be approved to be included the IT Portfolio or rejected.

For approved RFCs, the Board assigns the appropriate priority based on the established criteria and the CF Team's recommendation. RFC Priorities and their related criteria are defined above in Table 10.

The Board also determines which RFCs in the IT Portfolio will move forward to the Analysis and Design phase. Decisions take into consideration the priority/urgency of each request as well as the resources available to complete the analysis and design phase. Approval to begin the Analysis and Design represents a commitment by the Board to expend resources with the expectation that the RFC will ultimately be implemented, barring any unforeseen circumstances.

5.3.2 Governance Board Procedures

When ITGS receives the CF Team's recommendation, they will add the RFC to the next available Board meeting agenda.

- Step 1 – The Board will review the CF Team's Recommendations. They may agree, disagree or modify any portion of the recommendations. The Board will then direct the next action to be taken with the RFC:
 - Accept RFC, add to the IT Portfolio, set State of RFC to Ready for Decision, wait for point of time in the future to recommend Analysis and Design
 - Accept RFC, add to the IT Portfolio, set State of RFC to Analysis and Design, direct Cross Functional Team to begin Analysis and Design
 - Identify RFC as part of a Project and/or a Performance Management Plan Tactic, set State of RFC to Redirect
 - Identify RFC as subject to a factor outside the Department's control, set State of RFC to Hold
 - Agree with Submitter request to withdraw the RFC, set State of RFC to Withdrawn
 - Reject RFC, return to the Submitter and Primary Contact, and set State of RFC to Reject
- Step 2 – Based on the results of the Board's decision, ITGS will send out the appropriate notification.
 - State – Ready for Decision: Notification to the Board, Submitter, Primary Contact and CF Team that RFC has been added to Portfolio
 - State – Analysis and Design: Notification to the Board, Submitter, Primary Contact and CF Team that RFC has been approved to begin Analysis and Design
 - State – Hold: Notification to the Board, Submitter, Primary Contact and CF Team that RFC is pending resolution of an External factor and the RFC will be checked on a monthly basis by ITGS
 - State – Withdrawn: Notification to the Board, Submitter, Primary Contact and CF Team that per Submitter's request, the RFC is Withdrawn

- State – Reject: Notification to the Board, Submitter, Primary Contact and CF Team that the RFC is Reject for the stated reason

5.4 Analysis and Design

Once an RFC is approved by the Board to start Analysis and Design it is added to the IT Governance Dashboard for reporting purposes. The CF Team manager then assigns a Business Analyst and a Systems Analyst to co-lead the Analysis and Design (generally, but not always two different persons).

The Business Analyst is primarily responsible for completing the Business Analysis and Requirements portion of the Analysis and Design template utilizing the Requirements Analysis and Detailed Design instructions. The Systems Analyst Lead is primarily responsible for completing the Technical Design and Solution/Implementation Activities portion of the Analysis and Design template utilizing the Requirements Analysis and Detailed Design. The most current version of the Analysis and Design template and instructions for completing the document are available for download on [CA CS Central](#).

Both Leads are responsible for contacting the appropriate key team members who will work together to ensure the successful completion of their Sections of the Requirements Analysis and Detailed Design document. They are responsible for coordinating and leading the analysis and design meetings and for reporting status to the CF Team manager. They are also responsible for reporting weekly status to IT Governance Support for the IT Governance Dashboard which is presented bi-weekly to the Board.

Once analysis and design is complete, the Business Lead is responsible for providing a walkthrough to the Submitter and getting their approval of the proposed solution documented in the Requirements Analysis and Detailed Design document .

After the Submitter has approved the Requirements Analysis and Detailed Design document, the Leads submit the completed Requirements Analysis and Detailed Design document , including the Level of Effort, to ITGS so it may be processed and added to the next available Board meeting where the Leads will provide a walkthrough of the Requirements Analysis and Detailed Design document if requested.

5.4.1 Procedures

The Board may direct that an Analysis and Design be conducted for an RFC. The CF Team is primarily responsible for conducting the Analysis and Design.

There will be one Business Analyst Lead and one System Analyst Lead (the Leads) from the CF Team. These two analysts will be primarily responsible for completing the analysis and making recommendations to the Board.

The Leads may call on any resource within the Department. The detailed roles and responsibilities of the participants in Analysis and Design are included in the [Analysis and Design Instructions](#).

ITGS will take the following action while the RFC is in Analysis and Design:

- Step 1 – ITGS will gather information on the progress of all RFCs in Analysis and Design for the IT Governance Dashboard

- Step 2 – ITGS will add the RFC to the IT Governance Dashboard which is posted to CA CS Central weekly and provided to the Board at its bi-weekly meeting

The CF Team will take the following steps during Analysis and Design:

- Step 1 – Conduct Business Requirements Analysis: See [Analysis and Design Instructions](#)
- Step 2 – Conduct Technical Design and Solution/Implementation Activities: See [Analysis and Design Instructions](#)
- Step 3 – Develop Level of Effort: Each division is responsible for developing a process for identifying the level of effort required to implement the recommended solution from the Analysis and Design. The effort for all activities identified in the Technical Implementation plan section of the Analysis and Design documentation needs to be estimated. The process flow for determining level of effort is in Appendix D

5.5 Authorize Change

The Cross Functional Team will send its final Analysis and Design documentation to ITGS. ITGS will add the Analysis and Design documentation to the next scheduled Governance Board meeting for review and vote. The Board may request that the Business Lead provide a walkthrough of the proposed solution.

The Board will review the CF Team's Analysis and Design documentation. The Board will then direct the next action to be taken with the RFC:

- Step 1 – The Board will review the CF Team's Analysis and Design Documentation. They may agree, disagree or modify any portion of the recommendations. The Board will then direct the next action to be taken with the RFC:
 - Approve the Analysis and Design and direct RFC to be assigned to a release; State – Authorize Change
 - Approve Analysis and Design but direct RFC be held and not assigned to a release; requires assignment to a release within three months of Analysis and Design or RFC required to return to Analysis and Design for updating; State – Hold
 - Request additional analysis; State – Analysis and Design
 - Reject solution and close the RFC; State – Reject
- Step 2 – Based on the results of the Board's decision, ITGS will send out the appropriate notification:
 - State – Authorize Change: Notification to the Board, Submitter, Primary Contact and CF Team and Release Management that the RFC has been approved to be assigned to a release
 - State – Hold: Notification to CF Team that the RFC is pending resolution of an External factor and the RFC will be checked on a monthly basis and will need to be revised within three months if not approved to be assigned to a release

- State – Reject: Notification to the Board, Submitter, Primary Contact and CF Team that the RFC is Rejected for the stated reason

5.6 Software Development Lifecycle (SDLC)

The Software Development Cycle consists of the following States: Development, Test and UAT. Once the Requirements Analysis and Detailed Design document is approved by the Board the RFC will be assigned to a specific release and then the SDLC begins. The progress of these steps is tracked in the weekly IT Governance Dashboard.

5.6.1 Procedures

Once the State of the RFC has been set to *Authorize Change*, ITGS will continue to track its progress on the IT Governance Dashboard (provides early visibility into progress on RFCs to highlight the risk in scheduled release content). At this point, there is a handoff from ITGS as follows:

- Step 1 – Release Management will assign the RFC to a specific release date
- Step 2 – Application Development or Infrastructure will take over daily management of the progression of the RFC through the System Development Life Cycle.
- Step 3 – Application Development or Infrastructure will provide ITGS with weekly updates on the progress of the RFC through the System Development Life Cycle and ITGS will post this information weekly on CA CS Central and provide the information at each Governance Board meeting in the form of the IT Governance Dashboard.

5.6.2 User Acceptance Testing

The CF Team will coordinate with Application Development and conduct User Acceptance Testing at the correct time in the System Development Life Cycle.

- Step 1 – The Cross Functional Team will monitor the progress of the RFC through the system development life cycle.
- Step 2 – The CF Team will conduct User Acceptance Testing as the CF Team documented in the Requirements Analysis and Detailed Design documentation.
- Step 3 – The CF Team will notify Applications Development and ITGS that:
 - User Acceptance Testing was successfully completed, or
 - What issues and resolutions were determine through User Acceptance Testing.

5.7 Post Implementation Review

Post Implementation activities are documented in the Requirements Analysis and Detailed Design document which clearly identifies who is responsible for what activities and when they must be accomplished. The CF Team is responsible for monitoring and ensuring that all post implementation activities are completed satisfactorily.

Warranty Period

The Warranty Period is part of project close out after Production Deployment (in other words, Post Deployment Care). This time period (90 days is what we are currently

using) allows TSD to assign resources to stabilize the software in production once it's been delivered. That may also include correction/improvement to design in order to achieve the intended business value.

The Warranty Period is a process provided by Applications Development and will be monitored by the CF Team.

5.7.1 Procedures

Once the Technical Solution has been implemented, the CF Team will conduct a review to determine if the implemented solution meets the needs of the business.

- Step 1 – Was the technical solution implemented without defect? If the CF Team detects a defect, they will submit a ticket for the defect to be fixed.
- Step 2 – Was the technical solution implemented to best meet the needs of the business?
- Sometimes a change will be implemented and not meet the needs of the business. If the CF Team determines that the implemented solution does not adequately meet the needs of the business, they will inform ITGS of the need to discuss the issue with the Board and recommend an additional phase of implementation be initiated. This will not require a new RFC but does require the approval of the Board (Warranty Period).
- Step 3 – If the technical solution was implemented and meets the needs of the business, the CF Team will monitor any post implementation activities identified in the Analysis and Design documentation.
- Step 4 – Once all activities identified in the Analysis and Design documentation has been successfully completed, the CF Team will inform ITGS that the RFC can be closed.

5.8 Closed

Upon receiving notification from the CF Team that all activities have been completed successfully, ITGS will change the RFC State to *Closed*.

- Step1 – Close record in IT Governance Tool
- Step 2 – Update CA CS Central through IT Governance Tool (may be automated if through tool)

5.9 Reject

Rejected RFCs are returned to the Submitter and Primary Contact with an explanation for the rejection and the State is updated to *Reject*.

6. TEMPLATES

6.1 Request for Change

The RFC Template contains check boxes and fields required to clearly describe the requested change and to identify the impacts.

All RFCs must be adequately justified, tying the business need to the DCSS Strategic Goals. The justification must “tell the story” of what is being asked for and address as many of the “who, what, when, where, why, and how” questions as possible. A strong justification describes the current “as is” business process and the “to be” envisioned business state. It must also include statistical information / metrics to support current and proposed workloads, current and proposed staff costs, and projected cost savings based on statistical information / metrics. All sections of the RFC Template must be completed prior to submission to IT Governance Support for processing.

Approval of an RFC is dependent upon the clarity of the request, justifying the request with a compelling business need and demonstrating a sound cost benefit or risk analysis.

RFCs are tracked by IT Governance Support throughout the lifecycle. The most current version of the RFC template and instructions are available for download from CA CS Central at the following link: [Link to RFC Template and Instructions](#)

6.2 Analysis and Detailed Design Package

7. COMMUNICATION PLAN

7.1 Governance Board meetings

The Board convenes bi-weekly, generally on Tuesday mornings during the first half hour of the Executive Staff Meeting, to review and approve RFCs moving through the IT Governance process. This forum also provides the occasion to discuss and resolve IT Governance process opportunities and concerns.

7.2 Cross Functional Team Meetings (TBD)

The CF Team convenes (how often?), on (What day?) to review new RFCs entering the IT Governance Process, review and monitor RFCs moving through the IT Governance Process, assign workloads and organize RFCs to be presented to the Board.

7.3 Reports

IT Governance Support produces several standard status reports:

- IT Governance Dashboard (weekly).

This report provides visibility into the progress of RFCs which the Board has approved to move to Analysis and Design through scheduled release SDLC activities (Development, Test, UAT). This [Dashboard](#) is updated weekly and posted on the IT Governance site on CA CS Central and reviewed at the bi-weekly Board meeting.

- IT Portfolio (Weekly and Ad Hoc)

The CF Team recommends which RFCs should move forward and proposes a priority for implementation; these recommendations are submitted for Board

approval. The Board reviews the recommendations and votes to approve, reject or redirect each RFC.

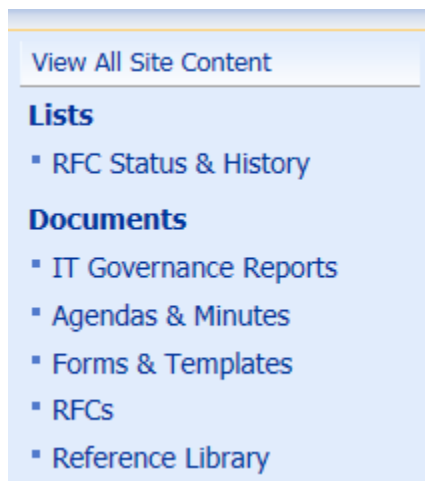
After review and vote on all recommendations, IT Governance Support prepares the IT Governance Portfolio which includes the state of all RFCs submitted.

Additionally, the IT Portfolio tracks numerous data points for each submitted RFC which can be configured to display key data points and multiple sorts (e.g., by RFC ID, state, type, priority, category, etc.) which can assist the Board in making various portfolio management decisions.

The most current version of the IT Governance Portfolio is posted on CA CS Central at the following link: [Link to IT Governance Portfolio](#).

7.4 CA CS Central IT Governance Site

IT Governance maintains a page on the [CA CS Central site](#) which provides important documentation related to the IT Governance Process.



7.5 Communications RACI Matrix

Numerous communications are made throughout the IT Governance Process. The Communications RACI Matrix below identifies the key notification points throughout the IT Governance Process, beginning with the initial intake of an RFC through closure/implementation and post implementation activities:

Table 11 Key Notifications RACI Matrix

	IT Governance Key Notification Points	RFC Submitter	IT Governance Support	Cross Functional Team	Governance Board	Subject Matter Experts	Technical Leads	Application Dev/ Infrastructure/ Release Mgmt	RFC Primary Contact
1	Submission of an RFC	A	I						R
2	Request for additional information, etc., if needed during RFC Intake.	A	R						A
3	Notice of RFC Intake and Assignment of RFC ID; includes request for CF Team initial review.	I	R,A	C					I
4	Notice of Board's Agenda Items for Review/Action at Next Meeting (includes CF Team's Recommendations).	I	R,A	C	I				I
5	Request for Board's Review/Action for an RFC via Email Vote ^{1/} .	I	R	C	A				I
6	Notice of the Results of Board's RFC Review/Decisions.	I	R	C	A			I	I
7	Notice of Assigned Release	I	I	I	C			R	I
8	Notice Requesting Weekly Status Updates for the IT Dashboard.		R	C				C	
9	Notice Requesting Confirmation that all Work Associated with the RFC has been Completed.		R	A				A	
10	Notice of RFC Implementation/Closure	I	R	C	A			C	I
R = Responsible; A = Accountable; C = Consulted; I = Informed									

^{1/} Email votes are requested to avoid process delays.

A complete list and standard verbiage for key notifications is documented in Appendix C.

8. ESCALATION PROCESS

The IT Governance Escalation Process provides a path for managing the resolution of an issue or concern which staff has been unable to resolve at their level. In order to avoid delays and unproductive effort, staff should seek satisfactory resolution by escalating unresolved issues or concerns including delays up the defined chain of command. ITGS will facilitate the IT Governance Escalation Process once it is invoked by the CF Team Manager. An RFC Submitter may also request ITGS to begin the Escalation Process if they believe there are issues or concerns that are not being addressed satisfactorily within the CF Team. The IT Governance Escalation Process is depicted in Figure 2 below:

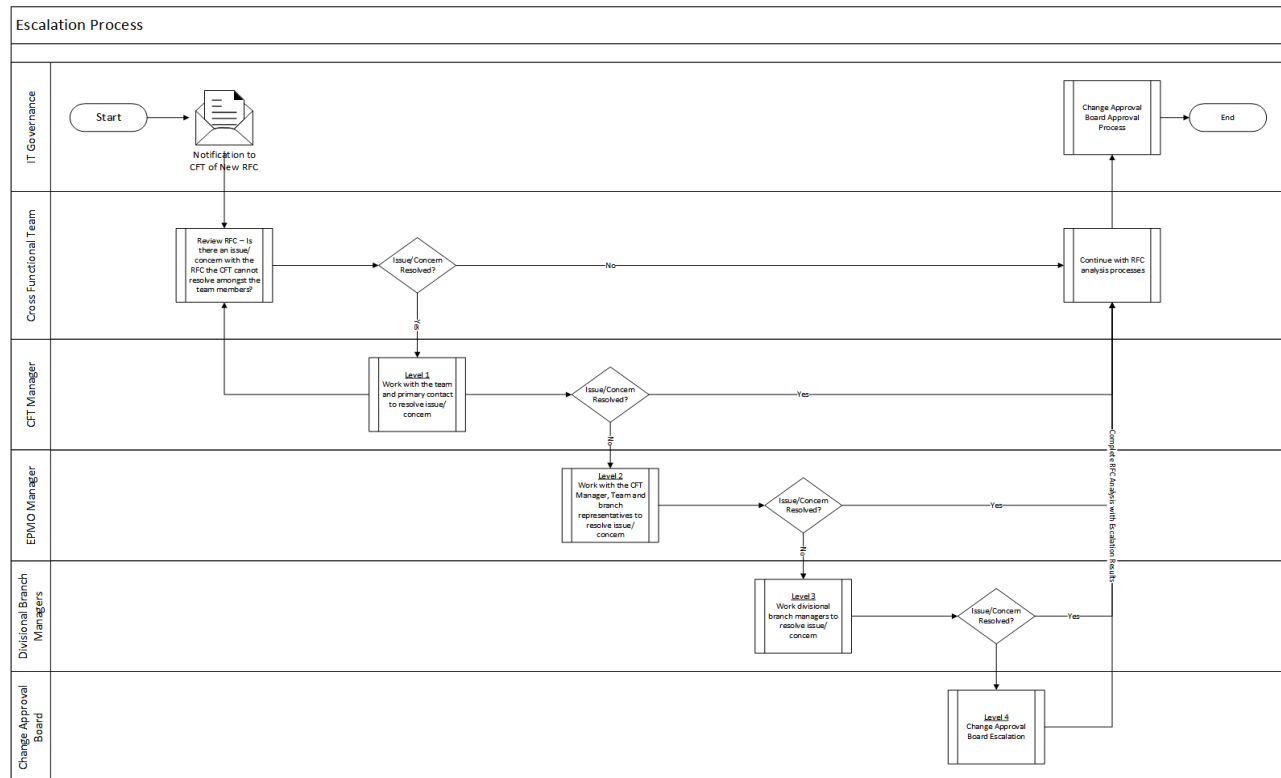


Figure 2 IT Governance Escalation Process

Several potential scenarios requiring the Escalation Process to be invoked while an RFC is in the analysis and design phase are documented below:

Potential Escalation Scenarios:

- Deadlines at Risk
- Resource Constraints
- Scope Changes
- Concerns with the Direction of the Analysis & Design
- Approval or Progress Delays

In these situations, the CF Team Leads should first work with the CF Team Manager to resolve the issue/concern. If the CF Team Manager is unable to resolve the issue/concern, they should contact ITGS to request the issue/concern be escalated up to the IT Governance Manager who will work with all impacted parties in an effort to resolve the issue or concern. If the ITGS/Manager is unsuccessful at resolving the issue/concern, the next level of escalation is at the Branch level, where impacted Branch Chiefs are engaged to resolve the issue/concern. If resolution at the Branch level is unsuccessful, the issue/concerns will be escalated to the Board which is the final escalation authority and their decisions are binding.

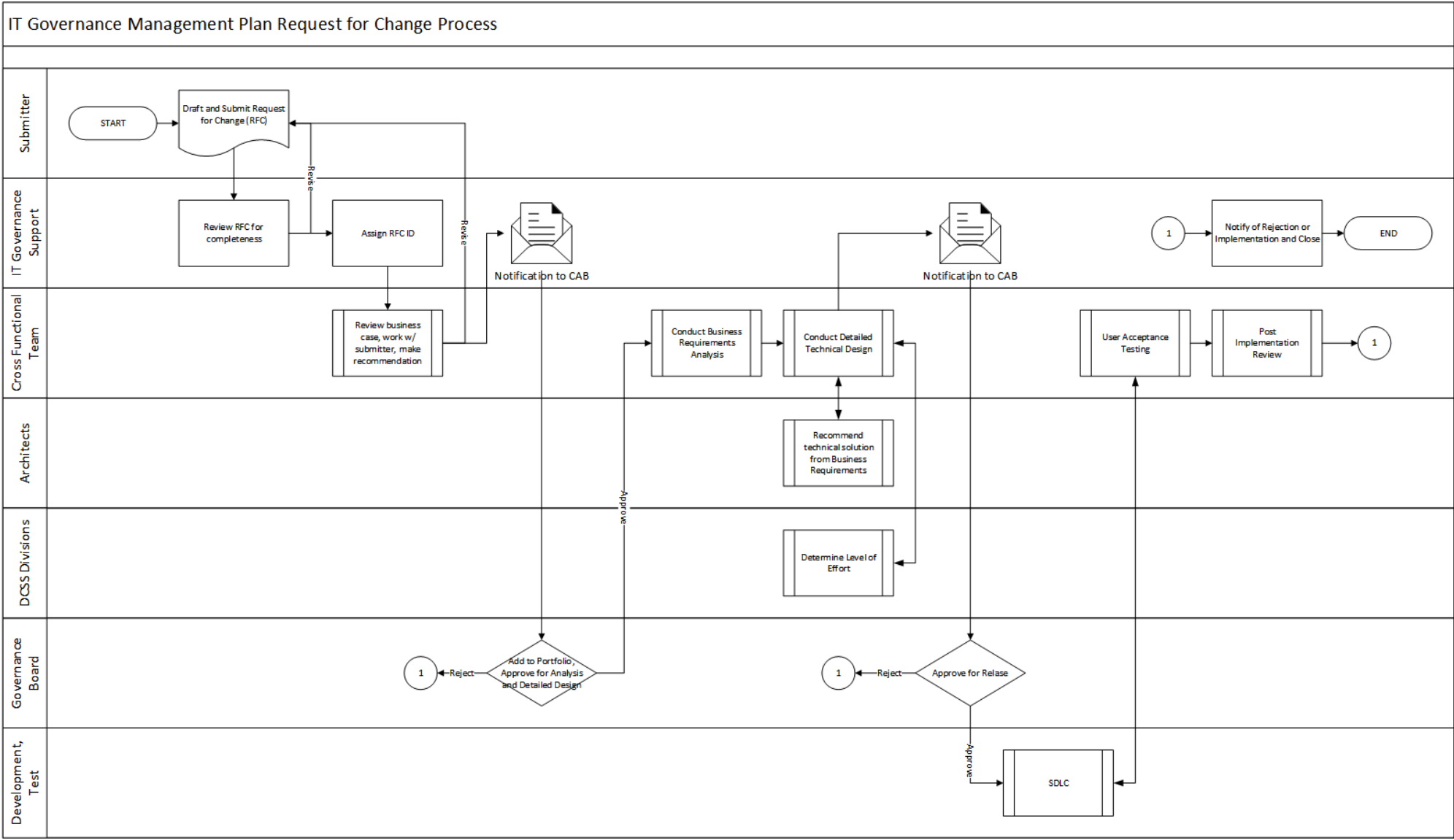
- Level 1 CF Team Leads request resolution from CF Team Manager
- Level 2 CF Team Manager engages/requests resolution from EPMO Manager

Enterprise Project Management Office	IT Governance Management Plan
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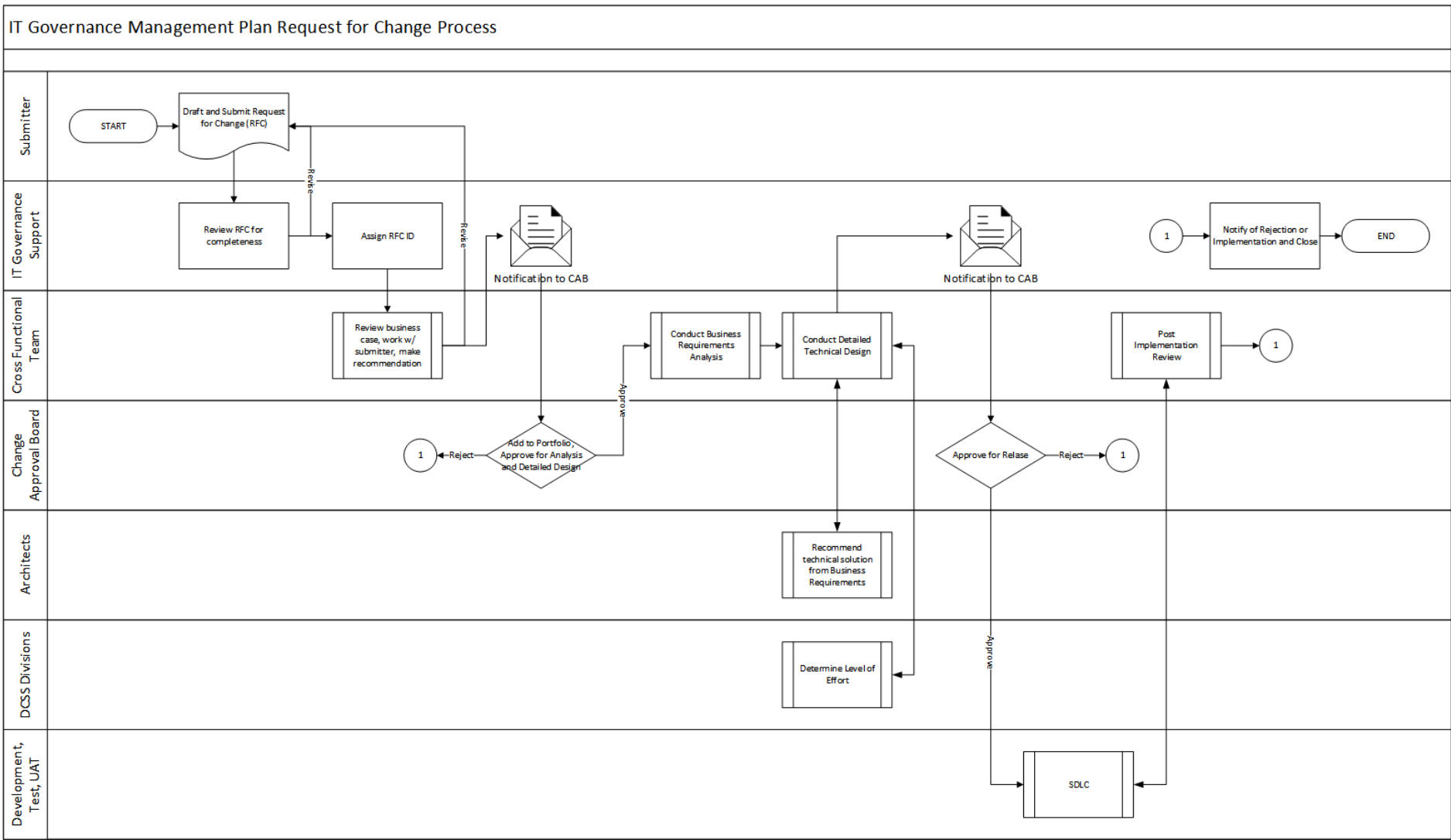
- Level 3 EPMO Manager engages/requests resolution from Divisional Branch Managers
- Level 4 Governance Board review determines resolution.

Other potential escalation situations should be brought to the attention of ITGS so they may be reviewed for escalation at the appropriate Level.

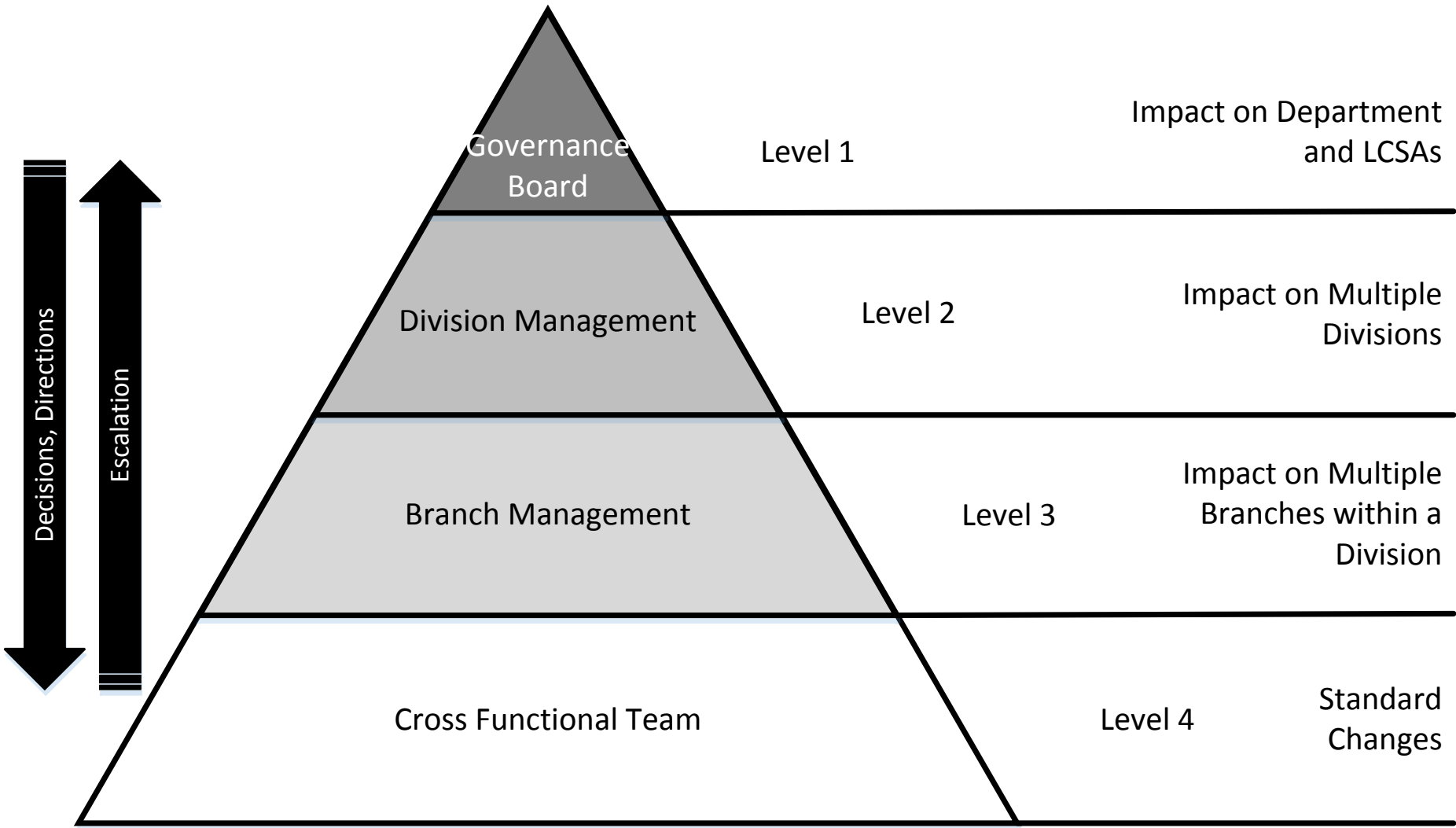
Appendix A IT GOVERNANCE PROCESS OVERVIEW



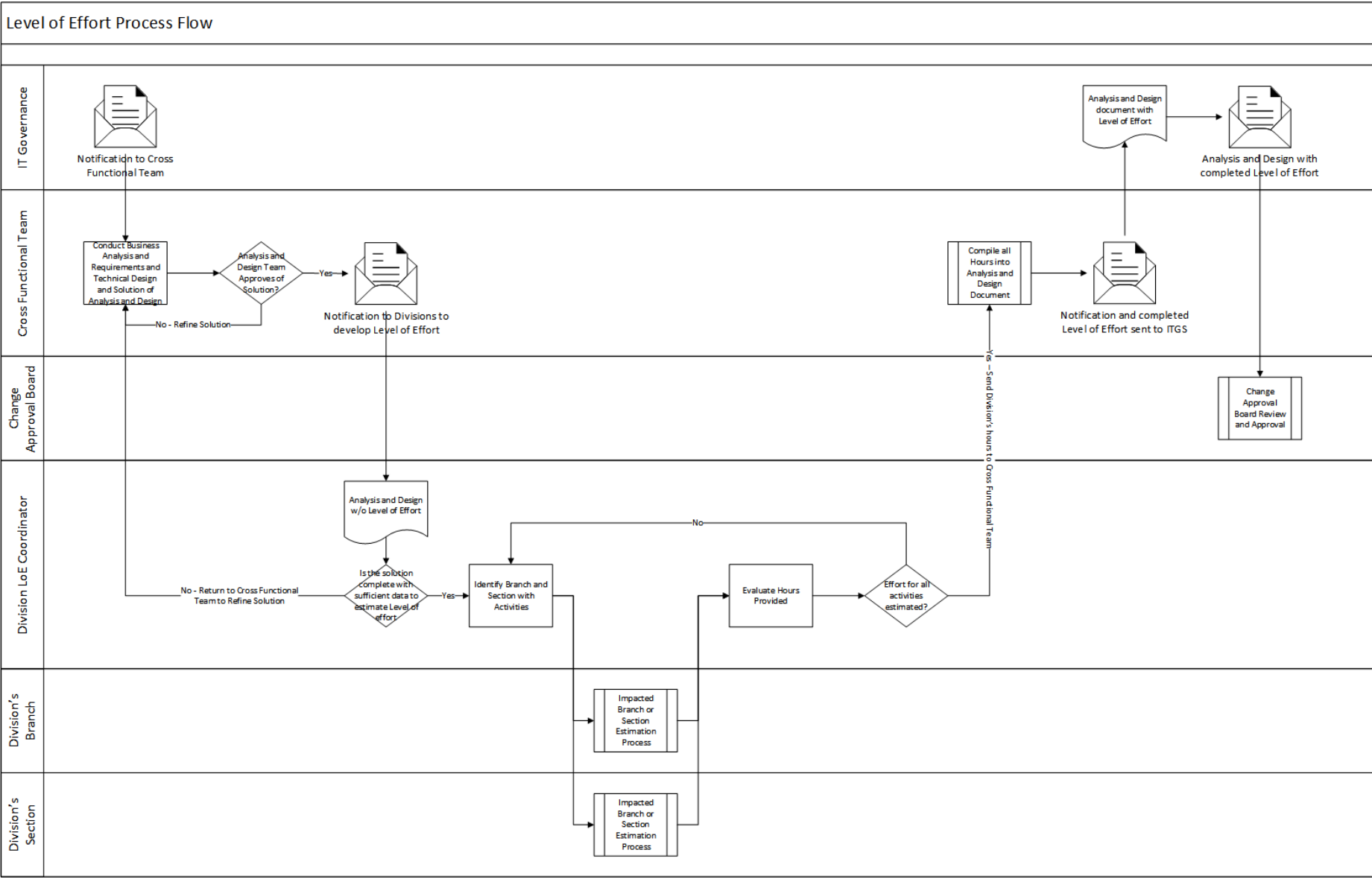
Appendix B CROSS FUNCTIONAL TEAM PROCESS FLOW



Appendix C ESCALATION



Appendix D LEVEL OF EFFORT PROCESS FLOW



Appendix E KEY NOTIFICATIONS

1-TYPE: New RFC Processed (Normal, Standard, and Emergency)

NORMAL

RFC STATE: Intake

ACTION: IT Governance Support notifies the Submitter of receipt of RFC

NOTIFY:

- Submitter
- Primary Contact
- Or via “Reply All”
- Cross Functional Team (TBD)
- Cc: IT Governance Support at ITGovernanceSupport@dcss.ca.gov

CONTENT LANGUAGE:

SUBJECT: Request for Change **RFC-yy-nnnnn (Title)** Processed by IT Governance Support

Submitter and Primary Contact:

Thank you for your submission. This Request for Change (RFC) was assigned the RFC identifier **RFC-yy-nnnnn (Title)**. This RFC will be reviewed by the **Cross Functional Team and Governance Board**; they may contact you if they have any questions regarding this RFC.

You will be notified by IT Governance Support whether this RFC is accepted or rejected.
Cross Functional Team

Please begin your review of this new RFC posted on CA CS Central, see link below. Please inform us of the result of your evaluation. If your review extends beyond **XX** days for your evaluation please notify us.

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on “RFCs” under the “**Documents**” heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance

Support. Thank you for your continued support of and participation in the IT Governance processes.

STANDARD (SINGLE)

RFC STATE: Analysis and Design

ACTION: IT Governance Support notifies all listed in the submittal RFC email (Reply All) and Cc's IT Governance Support that one or multiple new Standard RFCs have been submitted.

NOTIFY:

- Submitter
- Primary Contact
 - Based on the type of Standard RFC, notify the Primary Contact as follows:

Standard RFC:	Primary Contact:
E-Filing	Eva Knight
E-Recording	Ruby Tumagan
E-Process Server	Brook Gale
Statewide Cashier / Payment Manager (CPM) Application	Kenny Bennett

- Or via "Reply All"
- Cc the following:
 - IT Governance Support at ITGovernanceSupport@dcss.ca.gov
 - Everyone except the Submitter and Primary Contact from "Reply All"

SUBJECT: Request for Consideration **RFC-yy-nnnnn (Title)** Processed by IT Governance Support

CONTENT LANGUAGE:

Thank you for your submission. This Request for Change (RFC) was assigned the RFC identifier **RFC-yy-nnnnn (Title)**. The Governance Board will be notified that this "Standard" (pre-approved) RFC has been added to the IT Portfolio and will begin Analysis and Design. You may be contacted if they have any questions regarding this RFC. Otherwise you may proceed to the Analysis and Design phase and move this RFC forward.

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on "RFCs" under the **"Documents"** heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

STANDARD (MULTIPLE)

SUBJECT: Multiple Requests for Change Processed by IT Governance Support and Approved to Start Analysis and Design

CONTENT LANGUAGE:

Thank you for your submissions. These Requests for Change (RFCs) were assigned the following RFC identifiers:

- RFC-yy-nnnnn *Title*
- RFC-yy-nnnnn *Title*

The Governance Board will be notified that these “Standard” (pre-approved) RFCs have been added to the IT Portfolio and will begin Analysis and Design. You may be contacted if they have any questions regarding these RFCs. Otherwise you may proceed to the Analysis and Design phase and move these RFCs forward.

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on “RFCs” under the “**Documents**” heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

EMERGENCY

RFC STATE: Ready for Decision

ACTION: IT Governance Support notifies the Governance Board that an Emergency RFC is attached that needs immediate Governance Board approval to move forward (be added to the Portfolio and to begin Analysis and Design).

NOTIFY:

- Governance Board:
 - Executive Staff at DCSSExecStaff@dcss.ca.gov
 - All LCSA Directors at IV-DDirectors@dcss.ca.gov

- Cross Functional Team
- Cc the following:
 - IT Governance Support at ITGovernanceSupport@dcss.ca.gov
 - Applications Branch
 - Branch Chief
 - Application Management Services, Supervisor, Rex Ijames

SUBJECT: Request for Vote on Emergency **RFC-yy-nnnnn** (*Title*)

CONTENT LANGUAGE:

Attached is an RFC identified as an Emergency RFC that requires immediate Governance Board approval to move forward. Please review the document and send us a note or use one of the voting buttons above to approve or reject this RFC moving forward immediately or select discussion required.

- OR -

Attached are the RFCs identified as Emergency RFCs that require immediate Governance Board approval to move forward. Please review the documents and send us a note or use the voting buttons above to approve or reject these RFCs moving forward immediately or select discussion required.

yy-nnnnn	<i>Title</i>

If we receive an Approval vote, the **RFC(s)** will be considered Approved. If you have objections to **the RFC/any RFCs**, please be clear which **one(s)** you object to in your response. We will consider the **one(s)** you do not object to as being approved. Please vote by close of business, **day of week, mm/dd/yyyy**. If we do not receive a response from you by **day of week**, we will consider that you have approved the **RFC(s)**.

For 1 RFC the following language may be used:

Please select one response from the voting buttons above (Approve, Reject, or Discussion Required) or send us a note to approve or reject or state that discussion is required. Please vote by close of business, mm/dd/yy. If you have not voted by close of business, **day of week** it will be assumed that you have approved the RFC.

For multiple RFCs the following language may be used:

Please select one response from the voting buttons above (Approve all, Reject all (send separate email explanation), Approve some (send separate email explanation for rejected items) or Discussion Required) or send us a note to approve or reject RFCs or state that discussion is required. Please vote by close of business, mm/dd/yy. If you have not voted by close of business, **day of week**, it will be assumed that you have approved the RFCs.

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on “RFCs” under the “**Documents**” heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

2-TYPE: New RFC Returned to Submitter for Additional Work

RFC STATE: Intake

ACTION: IT Governance Support notifies the Submitter of receipt of the RFC and requests additional work

NOTIFY:

- Submitter
- Primary Contact
- Or via "Reply All"
- Cc: IT Governance Support at ITGovernanceSupport@dcss.ca.gov

SUBJECT: Request for Change **RFC-yy-nnnnn (Title)** Returned for Additional Work

CONTENT LANGUAGE:

Thank you for your submission. This Request for Change (RFC) is being returned to you for additional work. Please provide the following:

- **A**
- **B**

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

3-TYPE: Notice of the Governance Board's Agenda Items for Review/Action

RFC STATE: Ready for Decision

ACTION: IT Governance Support notifies the Governance Board that the meeting materials for the next scheduled meeting are being submitted for review and action, and the items in the meeting materials will be on the agenda for the next scheduled meeting.

NOTIFY:

- Governance Board
 - Executive Staff at DCSSExecutiveStaff@dcss.ca.gov
 - All LCSA Directors at IV-DDirectors@dcss.ca.gov
- Cross Functional Team
- Information Security Office, John Cleveland
- Systems Architecture Services, Gary Cannon
- Cc the following:
 - IT Governance Support at ITGovernanceSupport@dcss.ca.gov
 - IT Applications
 - Branch Chief
 - DCSS Business Applications - Pam Frye, Fred Driver, Dennis Clark
 - Application Management Services - Rex Ijames
 - IT Infrastructure, Environments, ECSS, Web Services , Adriana Irby
 - Standard RFCs
 - Interface Services - Deborah Woodall, Paul Celaya, Ruby Tumagan (E-Recording), Eva Knight (E-Filing) and Brook Gale (E-Process Server)
 - Business Requirements & Testing - Kenny Bennett (Statewide Cashier / Payment Manager Application)

SUBJECT: Governance Board's Agenda Items for Review/Action – Meeting Materials

CONTENT LANGUAGE:

Attached are the materials for the next scheduled Governance Board meeting and a table of the agenda items to date. We will also provide the IT Governance Dashboard on the meeting day.

John and Gary: Please review the attached documents and comment on them if you have any concerns by close of business, **day of week, mm/dd/yyyy**.

NOTE: The groups listed below do not need to be placed in a specific order or with a specific number.

<u>RFC ID</u>	<u>Title</u>	<u>State</u>	<u>Priority*</u>	<u>System</u>
GROUP 1: New RFC(s) to be Added to the IT Portfolio (Information Only) (Standard RFCs: E-Filing, E-Process Server, E-Recording and Statewide CPM Application RFCs)				
RFC-yy-nnnnn	Title	Analysis & Design	Critical	CSE
Comments: At previous meetings, Executive Staff agreed the E-Filing, E-Process Server, E-Recording and Statewide CPM RFCs could move forward with notification only and that votes would not be required for each step in the process. For E-Filing RFCs add: These RFCs will be added to the portfolio and worked based on the timeline for E-Filing.				

GROUP 2: New RFC(s) to be Added to the IT Portfolio mm/dd/yy – Set Priority Level				
RFC-yy-nnnnn	Title	Ready for Decision	TBD	CSE
Comment/Message:				

GROUP 3: Revised RFC(s) to be Added to the IT Portfolio mm/dd/yy – Set Priority Level				
RFC-yy-nnnnn	Title	Ready for Decision	TBD	CSE
Comment/Message:				

GROUP 4: RFC(s) to be Added to the IT Portfolio and Start Analysis & Design mm/dd/yy – Set Priority Level				
RFC-yy-nnnnn	Title	Ready for Decision	TBD	CSE
Comment/Message:				

GROUP 5: RFC(s) Analysis and Design Completed – Ready to Assign to a Release				
RFC-yy-nnnnn	Title	Analysis & Design		
Comment/Message:				

GROUP 6: RFC(s) Scheduled to be in a Release				
RFC-yy-nnnnn	Title	Authorize Change		
Comment/Message:				

*Priority Level in order from highest to lowest: Critical, 1, 2, 3, Under Review, TBD

INCLUDE RFC DOCUMENT ATTACHMENTS

The RFC documents can be found on [CA CS Central](#).

4-TYPE: Request for the Board's Review/Action via Email Votes

RFC STATE: Variable, depending on the current state of the RFC when making the request to review/take action: Ready for Decision, Analysis and Design, or Authorize Change.

ACTION: Occasionally, the situation arises when an RFC must be voted on via Email in order to avoid process delays. When this occurs, request that the Governance Board take the appropriate action to move the RFC forward based on the options provided below or others as needed.

NOTIFY:

- Governance Board
 - Executive Staff at DCSSExecStaff@dcss.ca.gov
 - All LCSA Directors at IV-DDirectors@dcss.ca.gov
- Submitter / Primary Contact (If the Submitter's email address is in the Executive Staff distribution list, do not send the notification to the Submitter's email address.)
- Cross Functional Team (TBD)
- Information Security Office, John Cleveland
- Systems Architecture Services, Gary Cannon
- Cc the following:
 - IT Governance Support at ITGovernanceSupport@dcss.ca.gov
 - IT Applications
 - Branch Chief
 - DCSS Business Applications - Pam Frye, Fred Driver, Dennis Clark
 - Application Management Services - Rex Ijames
 - IT Infrastructure, Environments, ECSS, Web Services , Adriana Irby
 - Standard Procedures RFCs
 - Interface Services - Deborah Woodall, Paul Celaya, Ruby Tumagan (E-Recording), Eva Knight (E-Filing) and Brook Gale (E-Process Server)
 - Business Requirements & Testing - Kenny Bennett (Statewide Cashier / Payment Manager Application)

SUBJECT: Request for Email Vote on **several RFCs – OR – RFC-yy-nnnnn (Title)**

CONTENT LANGUAGE (MULTIPLE):

Governance Board Voting Members,

Attached **are several RFCs** that require an Email vote in order to avoid process delay. Please vote on **these RFCs** using one of the following voting button options:

- Approval all
- Reject all (send separate email explanation)
- Approve some (send separate email explanation for rejected items)
- Discussion Required

Please use the voting buttons above or send us a note on your decisions. If you only reject some of the RFCs, please send a separate note with an explanation. Please vote by close of business, **day of week, mm/dd/yyyy**. If we do not receive a response from you by close of business, **day of week**, we will consider that you have approved all of the items.

John and Gary: Please review the attached documents and comment on them if you have any concerns by close of business, **day of week, mm/dd/yyyy**.

- **RFC-yy-nnnnn (Title)** – New RFC, vote to add to Portfolio
Insert attachment
- **RFC-yy-nnnnn (Title)** – Analysis complete, Vote to Assign to a Release
Insert attachment

Signature block

Sample Notification: Ready for Decision-Vote on Multiple Types of RFCs – Email

RFC STATE: Ready for Decision

ACTION: IT Governance Support notifies the Governance Board (Board) that multiple RFCs are attached that need the Board's approval to move forward. The RFCs associated with Standard RFCs do not require a vote in order for these RFCs to move forward; however, in this notification the Board is notified that these RFCs will be added to the IT Portfolio and worked accordingly.

- Governance Board
 - Executive Staff at DCSSExecStaff@dcss.ca.gov
 - All LCSA Directors at IV-DDirectors@dcss.ca.gov
- Cross Functional Team **(TBD)**
- Information Security Office, John Cleveland
- Systems Architecture Services, Gary Cannon
- Cc the following:
 - IT Governance Support's current email is ITGovernanceSupport@dcss.ca.gov

- **Include: Kim Garcia, Sally Byers, Jason Tomoeda and Linda Owens**
- IT Applications
 - Branch Chief
 - DCSS Business Applications, Pam Frye, Fred Driver, Dennis Clark
 - Application Management Services, Supervisor, Rex Ijames
 - IT Infrastructure, Environments, ECSS, Web Services , Adriana Irby

SUBJECT: Approval of RFCs

CONTENT LANGUAGE:

Attached are RFCs that require Governance Board approval to move forward. Please review the documents and send us a note or use the voting buttons above “Approve, Reject, or Discussion Needed.”

If we receive an Approval vote then all RFCs will be considered Approved. If you have objections to specific RFCs or you believe specific RFCs need further discussion, please be clear which ones you object to or would like to discuss further in your response. We will consider the ones you do not object to as being approved. Please vote by close of business, **day of week, mm/dd/yyyy**. If we do not receive a response from you by **day of week**, we will consider that you have approved the RFC(s).

John and Gary: Please review the attached documents and comment on them if you have any concerns by close of business, **day of week, mm/dd/yyyy**.

- Group 1: **E-Filing RFCs** (Information Only) – At a previous meeting, Executive Staff agreed that E-Filing, E-Process Server and E-Recording RFCs could move forward with notification only and that votes would not be required for each step in the process. These RFCs will be added to the portfolio and worked based on the timeline for E-Filing.
 - **RFC-16-03514 Convert E-Filing CMS for San Mateo County**
 - **RFC-16-03515 Implement E-Filing in Santa Cruz/San Benito County**
 - **RFC-16-03516 Implement E-Filing in Sacramento County**
 - **RFC-16-03517 Test E-Filing Single Solution with Tyler Technologies**
 - Attach Each RFC Here.**
- Group 2: New RFCs to be added to the Portfolio
 - RFC-15-03512 Revised Mandatory Official Bankruptcy Forms
 - RFC-16-03513 CSE Generated SSDI Derivative Benefit Letters for CP and NCP

Attach Each RFC Here.

- Group 3: Cross Functional Team Pilot. Gate 1 Business Analysis and Requirements complete, ready to move to Gate 2 Technical Design and Solution
 - RFC-15-03488 Moodle Update

Attach Each RFC Here.

- Group 4: RFCs for approval to begin Analysis and Design
 - RFC-15-03470 Upgrade from Office 2010 to Office 365
 - RFC-15-03471 Upgrade from Windows 7 to Windows 10

Attach Each RFC Here.

- Group 5: Analysis and Design complete, ready to assign to Release
 - RFC-14-03379-01 Java Development Kit 1.4 to 6 (1.6)

Attach Each RFC Here.

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on “RFCs” under the “**Documents**” heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

5-TYPE: Results of the Board's Review/Decisions

RFC STATE: Variable, depending on the action taken: Approved to be Added to the IT Portfolio, Approved to Start Analysis and Design, Approved the Analysis and Design, Assigned to a Release, Withdrawn, Rejected or Other.

ACTION: When The Governance Board has taken action, follow up notification is sent on final Board decisions.

NOTIFY:

- Governance Board
 - Executive Staff at DCSSExecStaff@dcss.ca.gov
 - All LCSA Directors at IV-DDirectors@dcss.ca.gov
- Submitter / Primary Contact (If the Submitter's email address is in the Executive Staff distribution list, do not send the notification to the Submitter's email address.)
- Cross Functional Team (TBD)
- Information Security Office, John Cleveland
- Systems Architecture Services, Gary Cannon
- IT Applications
 - Branch Chief
 - DCSS Business Applications, Pam Frye
 - Application Management Services, Supervisor, Rex Ijames
- IT Infrastructure, Environments, ECSS, Web Services , Adriana Irby
- Standard Procedures RFCs
 - Interface Services - Deborah Woodall, Paul Celaya, Ruby Tumagan (E-Recording), Eva Knight (E-Filing) and Brook Gale (E-Process Server)
 - Business Requirements & Testing - Kenny Bennett (Statewide Cashier / Payment Manager Application)
- Cc the following:
 - IT Governance Support at ITGovernanceSupport@dcss.ca.gov
 - Fred Driver, Dennis Clark when Pam Frye is notified

SUBJECT: Results of the mm/dd/yy Governance Board meeting

CONTENT LANGUAGE:

SUBJECT: Governance Board action taken on mm/dd/yyyy

CONTENT:

Hello,

On **mm/dd/yyyy**, the Governance Board took the following action(s) on the following RFC(s):

Below are the results of Tuesday's Governance Board meeting.

XXX - Please have a Systems Analyst Lead assigned for RFC-16-03525 (Business – XXX), and 16-03538 (Business – XXX).

<u>RFC ID</u>	<u>Title</u>	<u>State</u>	<u>Priority*</u>	<u>System</u>
GROUP 1: RFC to begin Analysis and Design (Approved 6/7/16)				
RFC-16-03525	Mitigate Impact of LRS Conversion - Phase 2	Ready for Decision	Critical	CSE
GROUP 2: New RFC to Add to IT Portfolio and begin Analysis and Design (Approved 6/7/16)				
RFC-16-03537	CSE Forms-a-Thon 2016	Evaluation	1	CSE
GROUP 3: Cross Functional Team Pilot - Ready to Assign to Release (Approved 6/7/16)				
RFC-15-03488	Moodle Update	Analysis & Design	Critical	Infra
GROUP 4: Standard RFC - Analysis, Design and Release (Approved 6/7/16)				
RFC-16-03538	E-Process Server Vendor Change for Stanislaus LCSA	Evaluation	Critical	CSE

*Priority Level in order from highest to lowest: Critical, 1, 2, 3, Under Review, TBD

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on "RFCs" under the "**Documents**" heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

6-TYPE: Notice of Assigned Release

RFC STATE: Authorize Change

ACTION: Notification is sent to inform stakeholders that an RFC has been assigned a release date and it will move through the SDLC process.

NOTIFY:

- IT Infrastructure, Environments, ECSS, Web Services , Adriana Irby
- IT Applications Branch
 - DCSS Business Applications, Pam Frye
 - Application Management Services, Supervisor, Rex Ijames

They notify the following that an RFC has been scheduled for a release:

- Governance Board
- Primary Contact
- Submitter
- Or via "Reply All"
- Cross Functional Team (TBD)
- IT Governance Support at ITGovernanceSupport@dcss.ca.gov
- Any other Stakeholders selected by sender

SUBJECT:

CONTENT LANGUAGE:

7-TYPE: Request for Weekly Status Updates for the IT Dashboard

RFC STATE: Analysis and Design

ACTION: IT Governance Support requests that the following Branch Sections provide weekly updates for the IT Governance Dashboard; this message would vary accordingly.

NOTIFY:

- IT Infrastructure, Environments, ECSS, Web Services , Adriana Irby
- IT Applications Branch
 - DCSS Business Applications, Pam Frye
 - Application Management Services, Supervisor, Rex Ijames
- Cross Functional Team (TBD)
- Cc the following:
 - IT Governance at ITGovernanceSupport@dcss.ca.gov
 - Fred Driver and Dennis Clark when Pam Frye is notified

SUBJECT: Request for Weekly updates on the progress of RFCs through SDLC

CONTENT LANGUAGE:

Please review the IT Governance Dashboard and provide updates for the **estimated completion date and the “% of Completion” of your assigned RFCs. Be realistic. Do not change the Analysis and Design to 100% unless you have sent the entire package to IT Governance Support with a completed Level of Effort. It is critical that we be accurate for the meeting.**

The IT Governance Dashboard is updated weekly and posted on CA CS Central, and presented at the next scheduled Governance Board meeting.

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on “RFCs” under the **“Documents”** heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

8-TYPE: Request to Confirm that All Work associated with an RFC has been Completed

RFC STATE: Post-Implementation

ACTION: Once the Technical Solution has been implemented, the Cross Functional Team will conduct a review to determine if the implemented solution meets the needs of the business. Two to three days after an RFC is implemented, IT Governance Support requests confirmation from the organization that can verify all work associated with an RFC has been completed and if the RFC may be closed. Prepare and send one email per RFC, do not combine a group of RFCs that have been implemented on the same day.

NOTIFY:

- IT Applications
 - DCSS Business Applications, Pam Frye
 - Application Management Services, Supervisor, Rex Ijames, and Sophia Ramirez
- IT Infrastructure, Environments, ECSS, Web Services , Adriana Irby
- Standard Procedures RFCs
 - Interface Services:
 - Deborah Woodall, Paul Celaya, Ruby Tumagan (E-Recording), Eva Knight (E-Filing) and Brook Gale (E-Process Server)
 - Business Requirements & Testing
 - Kenny Bennett (Statewide Cashier / Payment Manager Application)
- Cc the following:
 - IT Governance at ITGovernanceSupport@dcss.ca.gov
 - Fred Driver, Dennis Clark when Pam Frye is notified

SUBJECT: Please confirm whether all work (implementation and any post implementation activities) on (RFC-yy-nnnnn) (*Title*) has been completed

CONTENT LANGUAGE:

RFC-yy-nnnnn (*Title*) was implemented on mm/dd/yyyy with the Month Year Release (n.n.n). Please confirm that all work associated with this RFC (implementation and any post implementation activities) has been completed and reply to this email within 5 business days so that it may be closed.

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on “RFCs” under the “**Documents**” heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

9-TYPE: Notification that an RFC has been Closed

RFC STATE: Closed

ACTION: IT Governance Support notifies stakeholders that an RFC has been closed.

NOTIFY:

- Submitter
- Primary Contact
- Analysis and Design Business Lead (refer to Analysis and Design)
- Analysis and Design Technical Lead (refer to Analysis and Design)
- Cc the following:
 - IT Governance Support at ITGovernanceSupport@dcss.ca.gov
 - Cross Functional Team
 - Application Management Services, Supervisor, Rex Ijames

SUBJECT: Notice that (RFC-yy-nnnnn) (*Title*) was implemented / Notice that multiple RFCs were implemented

CONTENT LANGUAGE:

This is to inform you that (RFC-yy-nnnnn) (*Title*) was implemented with the Month Year Release (X.X.X), mm/dd/yyyy, and it has been confirmed that all work associated with this RFC has been completed. This RFC is now closed. - **OR** -

This is to inform you that the following RFCs were implemented with the Month Year Release (X.X.X), mm/dd/yyyy, and it has been confirmed that all work associated with these RFCs has been completed. These RFCs are now closed. [Provide the list from the Dashboard.]





If this is for a non-CSE RFC do not provide the Release Month or number, just the date that the RFC was implemented or with DCSS Business Applications RFCs use the BAS Month Year A/B/C Part 1/2/3 Release, mm/dd/yyyy.

yy-nnnnn	<i>Title</i>

As they become available, RFCs and related materials are posted on the [IT Governance site on CA CS Central](#). In the left hand navigation panel click on “RFCs” under the “**Documents**” heading to locate RFCs listed by RFC ID.

If you have any questions please contact Sally Byers at (916) 464-5267, Jason Tomoeda at (916) 464-5497 or Linda Owens at (916) 464-6743 from IT Governance Support. Thank you for your continued support of and participation in the IT Governance processes.

Appendix F IT GOVERNANCE DASHBOARD

IT Governance								
Design, Development, and Test Dashboard, as of 06/10/2016								
Report purpose: Provide early visibility into progress on Request for Change (RFCs) to highlight the risk in scheduled release content. Refer to the Notes and Definitions section for more detail.								
Executive Summary								
44		RFCs in ADS, and releases scheduled through September 2016						
65		Defects in releases scheduled through August 2016 (CSE and BAS)						
RFC #	Category	System						
Analysis and Detailed Design (On Deck)								
In Progress				Kickoff	Start	Est. Finish Date	% of Completion	Notes
12-03056	Business	CSE	New Case Closure Logic	7/25/2016	TBD	TBD	0%	
13-03205	Business	CSE	Create New Batch Logic for FS-CIU-011 Continuance of IV-D Services Form Set	4/20/2016	4/20/2016	TBD	20%	ADS on Hold per the Business request. Working on an issue paper. 5/10/16 - Approved (to be scheduled). Submitted to IT Governance.
14-03276	System	Infra	Upgrade Thwif Work Scheduler from 8.4 to 8.6	2/24/2016	3/9/2016	6/10/2016	100%	Sent for LoEa
14-03379-02	System	Infra	Upgrade WebSphere Application Server 7.0 to 8.5	6/5/2015	1/19/2016	6/13/2016	90%	
14-03383-02	System	Infra	CA Central SharePoint 2013 Upgrade - Phase 2 2013 Upgrade	6/8/2016	6/13/2016	6/30/2016	12%	
15-03420	Business	CSE	Convert eRecording to SECURE	2/10/2016	2/10/2016	7/12/2016	75%	Detailed Technical Solution partially completed. Remaining work.
15-03437	Business	CSE	Enable Santa Barbara County C8S to Implement eRecording Using SECURE	2/10/2016	2/10/2016	7/12/2016	75%	Detailed Technical Solution partially completed. Remaining work.
15-03440	Strategic	CSE	CSE changes to FIPS codes and Address field to implement UIFSA 2008 - Tactic 102	11/18/2015	11/18/2015	6/10/2016	98%	Sent for LoEa
15-03441	Strategic	SDU	SDU changes to FIPS Codes and Address Field to implement UIFSA 2008 - Tactic 102	11/18/2015	11/18/2015	6/10/2016	98%	Sent for LoEa
15-03453	Business	CSE	Enable SECURE eRecording for Riverside, San Mateo and Ventura	2/10/2016	2/10/2016	7/12/2016	75%	Detailed Technical Solution partially completed. Remaining work.
15-03470	System	Infra	Upgrade from Office 2010 to Office 365	3/9/2016	3/21/2016	5/31/2016	50%	
15-03471	System	Infra	Upgrade from Windows 7 to Windows 10	6/13/2016	6/22/2016	2/1/2017	0%	
15-03477-02	System	Infra	FireEye and BlueCoat Design Changes, Phase II	5/8/2016	5/8/2016	6/25/2016	95%	Sent for LoEa
15-03482	Business	Infra	LA County: Scan Station for Courthouse	TBD	TBD	TBD	0%	Awaiting Infra Business Lead to be assigned.
15-03490	Business	Infra	Modify CDPH Record Layout and File Format	TBD	TBD	TBD	0%	4/14/16 - Approved to begin ADS; pending Infra Sys Analyst Lead Sign-off/16 Submitted to IT Governance pending vote to approve analysis.
15-03498	System	Infra	Secure File Transfer Between CSE and OTEch Mainframe (Includes 15-03476)	1/5/2016	1/12/2016	6/9/2016	100%	
15-03505	System	ECSS	ECSS Cabinet 3 Migration	1/21/2016	1/21/2016	6/10/2016	81%	
15-03510	System	Infra	Consolidate Access to CSE Servers	2/1/2016	2/1/2016	6/30/2016	50%	Pending Submission/ISO Review
16-03516	System	Infra	CSE File System Configuration Change	3/15/2016	3/23/2016	TBD	30%	Working in conjunction with CalCloud solution
16-03520	System	Infra	Implement Microsoft Project Portfolio Management Solution	3/28/2016	4/7/2016	6/24/2016	70%	
16-03523-01	System	Infra	Implementation of ISupport and e-CODEX	TBD	TBD	TBD	0%	implemented, pending other states to determine go live date.
16-03532	System	BAS	CMT - Enhancements to CMT	5/23/2016	5/23/2016	6/10/2016	90%	Mini-ADP with Customer for Approval.
16-03536	Business	CSE	E-Process Server Vendor Change for Stanislaus LCSA	TBD	TBD	TBD	0%	Pending System Analyst Lead
23		Analysis and Design Session						
Analysis and Detailed Design (On Deck)								
Cross Functional Team Pilot ADS in Progress				Kickoff	Start	Est. Finish Date	% of Completion	Notes
15-03421	Strategic	CSE	DCSS Tribal Case Manager Functionality - Tactic 208	1/8/2016	1/11/2016	TBD	68%	On hold pending completion of Form-e-thon.
15-03488	Business	Infra	Moodle Update	1/4/2016	1/4/2016	5/27/2016	100%	5/7/16 - Approved for Release
15-03511	System	Infra	Data Purge / Archive	2/2/2016	2/2/2016	7/1/2016	45%	Phase I ADS to be completed 7/1/2016
3		Cross Functional Team ADS Pilot						
June 2016								
Scheduled Release Date: CSE 06/19/16; BAS 06/20/2016					Development (1st Base)	Test (2nd Base)	UAT (3rd Base)	Status
15-03517	Business	CSE	Convert San Mateo Court (15-03514) and Test E-Filing Single Solution with Tyler Technologies		✓	✓	✓	
16-03519	System	Infra	Network File System Version Upgrade (6/24/2016)		✓	✓	✓	
16-03522	System	Infra	Upgrade Finalist Software (6/19/16)		✓	✓	✓	
16-03536	System	CSE	E-Process Server Vendor Change for San Bernardino LCSA		✓	✓	✓	
4		Request for Change						
26		Defects (24 CSE, 2 BAS)						

RFC #	Category	System	July 2016				
Scheduled Release Date: BAS 07/05/2016 Infra 07/xx/16; CSE 07/24/16			Development (1st Base)	Test (2nd Base)	UAT (3rd Base)	Status	
12-03017	Business	BusApp	IDB Re-Design (IMP) PHASE II PART 2 Match Reports C8LN (7/5/2016)	In Progress			
15-03447	Strategic	CSE	Utilize FEINs in EDD QW Process	In Progress			
15-03450	Business	BusApp	Revision to Amendments in PITS (7/5/2016)	✓	✓	In Progress	
16-03527	Business	CSE	Enable CeRTNA Interface for Napa and Sutter	✓	In Progress		
16-03537-01	Business	CSE	Forms-A-Thon Phase I of II	In Progress	In Progress		
5	Request for Change						
23	Defects (23 CSE, 0 BAS)						
August 2016							
Scheduled Release Date: BAS 08/01/2016, 8/29/2016; CSE 08/21/16			Development (1st Base)	Test (2nd Base)	UAT (3rd Base)	Status	
11-0214-05	Business	BusApp	CDR Automation (Incorporate into CBUD) PHASE V of V, Semi-Annual and Annual Reports to Leg	In Progress			
14-03323	Business	CSE	Implement E-Filing with Monterey County	In Progress			
15-03427	Business	BusApp	SSN Field Change in License Release Management System (LRMS)	✓	In Progress		
15-03491	Business	CSE	Guideline Calculator EITC and Other Tax Changes	In Progress			
16-03533	Business	BusApp	CPM - Madera County Access to CPM	N/A			
16-03537-02	Business	CSE	Forms-A-Thon Phase II of II	In Progress			
8	Request for Change						
10	Defects (10 CSE, 0 BAS)						
September 2016							
Scheduled Release Date: Infra 9/22/2016			Development (1st Base)	Test (2nd Base)	UAT (3rd Base)	Status	
14-03371	System	Infra	Local Scan - Opex Scanner Integration	In Progress			
15-03473	System	Infra	Scanned Document Import Utility	In Progress			
2	Request for Change						
6	Defects (6 CSE, 0 BAS)						
October 2016							
Scheduled Release Date: Infra 10/23/2016			Development (1st Base)	Test (2nd Base)	UAT (3rd Base)	Status	
14-03379-01	System	Infra	Java Development Kit 1.4 to 8 (1.6)	In Progress			
1	Request for Change						
0	Defects (0 CSE, 0 BAS)						
* Originally scheduled for February 2016 release. Phase I implemented 4/29/2016; Phase II TBD.							
Definitions							
Development - Development complete means that all child defects associated with the RFC or production defect are in a Delivered or higher state; should reach 100% (P) by Code Cut-off date shown.							
Test - System Test complete means that all child defects associated with the RFC or production defect have reached the "System Tested" or higher state. Should reach 100% by the system test cut-off date, although the "drop-dead date" for System Test is the Wednesday before the release date.							
UAT - User Acceptance Testing complete means system users have had the opportunity to validate the system changes completed in the RFC.							
Status - Stoplight definitions are as follows: Green: Ahead or on schedule, on target Yellow: Behind schedule with plan to bring back on track and/or needs management attention Red: Past due, no plan for resolution and/or needs Sponsor attention							